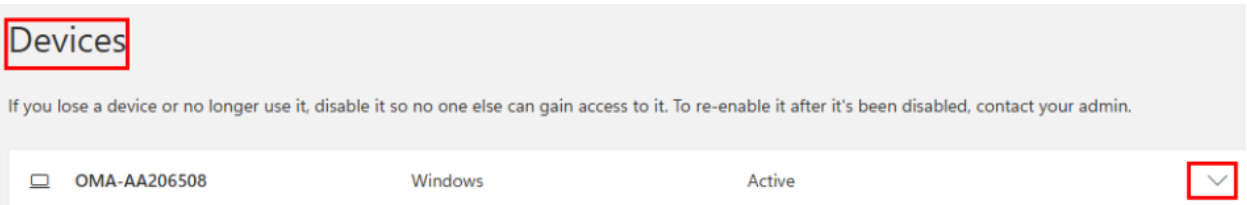


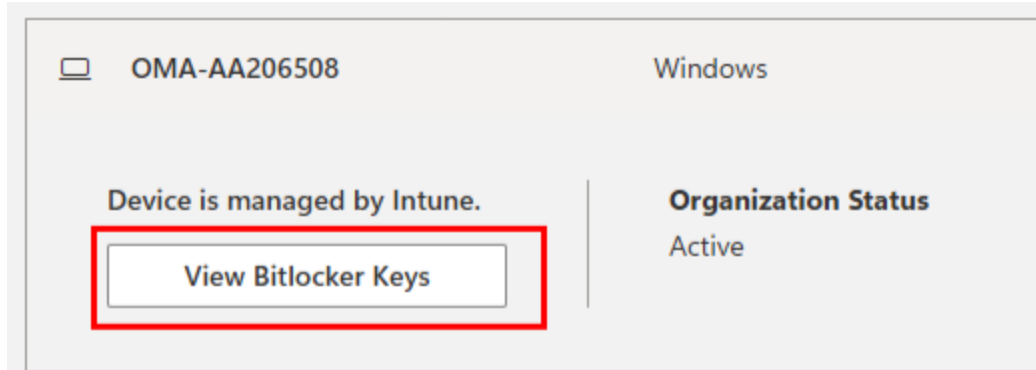


This is instructions for users who are stuck on the Bluescreen.

1. Hold down the power button for 10 seconds to turn off your device.
2. Press the power button again to turn on your device.
3. Press F8 to boot into safe mode. “The FN function key will need to be turned on which is by press the FN key and the Esc key”. Move to step 9. This doesn’t happen, proceed to step 4.
4. On the first sign that Windows has started (for example, some devices show the manufacturer’s logo when restarting) hold down the power button for 10 seconds to turn off your device.
5. Press the power button again to turn on your device.
6. When Windows starts again, hold down the power button for 10 seconds to turn off your device.
7. Press the power button again to turn on your device.
8. This time, allow your device to fully start up.
9. The machine will then ask for the Bitlocker recovery key. You will be able to locate your recovery from this link. <https://aka.ms/aadrecoverykey>
10. Once you have gone to that link, it will show your account information, please go to Devices and select your host name. Once that drop down as open, you can select view bitlocker keys to get your key.

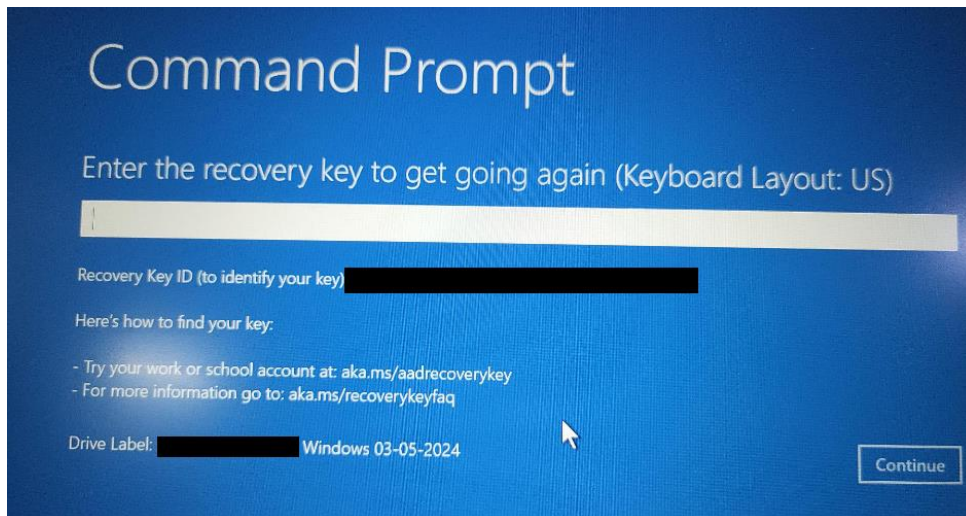
11. 

Devices		
If you lose a device or no longer use it, disable it so no one else can gain access to it. To re-enable it after it's been disabled, contact your admin.		
 OMA-AA206508	Windows	Active 



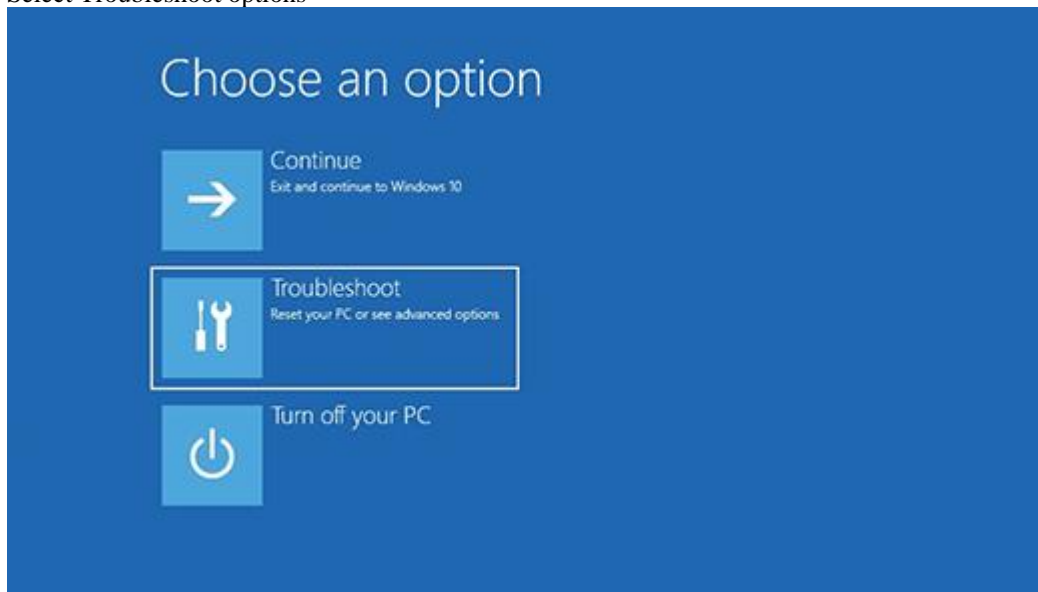
12.

13. Now that you have your key, can you input it into your machine.

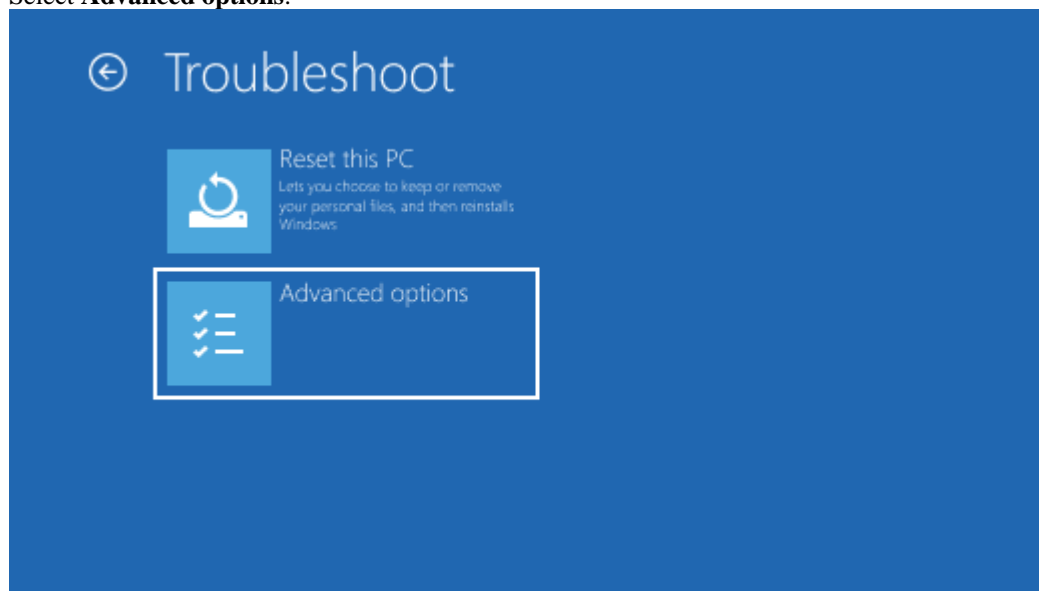


14.

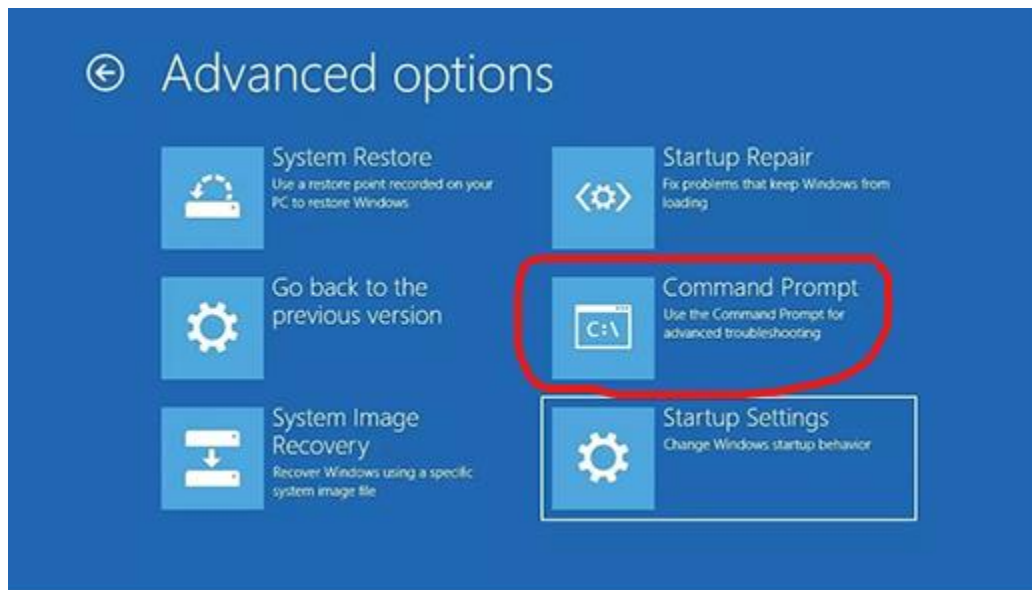
15. Select Troubleshoot options



Select **Advanced options**.



16. Now that you are in WinRE, select the advanced options, then Command Prompt.



17. Type in the following once the Command Prompt has opened.

18. C:

19. `cd windows\system32\drivers\crowdstrike`

20. `del c-00000291*.sys`

21. `dir c-00000291*.sys`

22. if no file matching `c-00000291*.sys` is present, type `exit`

23. The machine should automatically restart.